

## Terms and conditions for ICRA courses

Please read the information below carefully.

### General information

Our training methods are participatory and stimulate you to take an active part in the learning process. While ICRA is devoted to enable your learning, you, as a professional, have the responsibility for the change you like to see.

We are passionate facilitators of result-oriented learning. It is important for us that you gain a stimulating and engaging learning experience. Our trainers are also consultants; they understand your reality and the challenges you face in your work.

The duration of the course is indicated in the course schedule. Course days in the Netherlands are from 9.00 am until 5.30 pm (latest), while in the South course days are usually from 8.00 am until 4.30 pm. The course coordinator might adjust these time schedules slightly, especially during fieldtrips the schedule might differ.

The group size varies from 10 to 20 participants. We strive to have participants with different cultural backgrounds, to promote an enabling environment for exchange of experiences and learning.

After having participated actively in the course for the full duration of the course, you will receive a certificate of attendance.

### Course arrangements

1. Upon approval of your application by the selection committee we will send you a provisional admission letter, upon request.
2. If you are a self-paying (or have another organisation, e.g. your employer paying) for your participation, you will receive an invoice for the services requested and the terms and conditions. Please note that costs for the student insurance (if applicable) are not included in the tuition fee and will be charged separately.
3. Only after receipt of full payment and agreement by you of the terms and conditions, ICRA will make arrangements for your:
  - a. student insurance for health, travel and stay (compulsory, except for residents in the country where the course is taking place), and
  - b. accommodation, if requested.
4. ICRA will then send you your formal admission letter, the health insurance policy and hotel booking (if applicable). These documents are required for your visa application.
5. ICRA reserves the right to make minor adjustments in the hotel arrangements (if applicable) in connection with the course programme.

6. ICRA reserves the right to cancel or reschedule the course, until two months before the start of the course.
7. We strongly advise you to consider to take out a cancellation insurance to cover any costs made by you personally in relation to your participation in this course, as these costs will not be refunded by ICRA in case of cancellation. Please read the cancellation conditions below.

## Visa application and immigration

1. To apply for a visa, you must have a passport that is valid for at least three months after the return flight home again.
2. We recommend you to start the visa procedure well in time as this can take up to six weeks and in few countries up to three months, due to EU immigration rules. Please consult the visa office of the Embassy (or its representative in your country) of the country where the course is taking place for the exact procedure and additional documents that may be required (e.g. an employer's letter).
3. You must comply with the immigration procedures of the country where the course is taking place. Your admission will be cancelled if you do not comply with these immigration procedures or cannot obtain a visa in time for any reason.  
You are required to leave the 'course' country as soon as possible after the end of the course.

## Cancellation

1. In case of cancellation by you, ICRA will charge you/your sponsor the following:
  - a. from two months to four weeks before the start of the course, 30% of the tuition fee
  - b. from four to two weeks before the start of the course, 60% of the tuition fee
  - c. less than two weeks before the start of the course, 90% of the tuition fee
  - d. in case of no show, 100% of the tuition fee

Any cancellation fees charged to ICRA for additional services you requested (e.g. accommodation), will be added to the cancellation fee.

In case of remaining balances, these will be refunded by ICRA to the bank account from where ICRA received the payment, after deduction of bank charges

*Please note, that if cancellation is due to problems obtaining a visa, our cancellation regulations apply as mentioned above.*

2. In case of cancellation by ICRA, ICRA will offer you a place in another course, when feasible. If you do not agree with the alternative offered, ICRA will, if applicable, refund the full payment received.  
Please note that we do not refund any expenses made by yourself related to the course participation.

## Non-liability

ICRA does not accept any responsibility for such risks as loss of life, accidents, illness, loss of property and theft incurred in relation to your participation in a course.